

MANAGEMENT MEMO

SUBJECT: STATE PAYMENT CARD ACT (AB1374)	NUMBER: MM 04-14
	DATE ISSUED: MAY 24, 2004
REFERENCES: SUPERSEDES MANAGEMENT MEMO 02-10 ISSUED APRIL 19, 2002	EXPIRES: MAY 24, 2005
	ISSUING AGENCY: DEPARTMENT OF GENERAL SERVICES

Introduction For clarity, Management Memo 02-10 is represented again in its entirety with a revision indicating a transfer of responsibility from the Office of Fleet Administration to the Procurement Division with a new contact person and information provided.

This Management Memo announces the Master Service Agreements (MSAs) for credit and debit card acceptance and processing. There are four MSAs for Visa and MasterCard processing. There are also MSAs with American Express and Discover Financial Services. The term of the MSAs is May 1, 2002, through April 30, 2005, with the possibility of two, one-year extensions.

Subscription Requirements An agency can subscribe to one of these MSAs by initiating a subscription agreement with the processor. Each subscription agreement may contain a particular set of terms and conditions that best meet the specific needs of each agency. Those agencies that have existing subscription agreements with one of the processors will need to initiate a new subscription agreement to coincide with the new term. Please see attached Vendor Contact Information list.

Visa and MasterCard Processors State agencies may subscribe for Visa and MasterCard processing services from one of the four processors listed below.

- First Data Merchant Services
- Nova Information Systems / U.S. Bank
- Paymentech Merchant Services, Inc
- Wells Fargo Merchant Services

The four Visa and MasterCard processors can provide processing (authorization, capture, and routing) for American Express and/or Discover Cards. Subscribers must complete a separate subscription agreement and receive settlement directly from American Express and/or Discover Financial Services, Inc. under the terms and conditions of those MSAs.

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American Express and Discover Processors

The following two companies provide American Express or Discover Card processing exclusively.

- American Express Travel Related Services Company, Inc.
 - Discover Financial Services, Inc.
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MSA Information

To view the MSAs or for more information visit the Department of General Services, Procurement Division's website located at www.pd.dgs.ca.gov/cca.

Contact Information

For questions please contact Judith Burnett, Program Support, at (916) 375-4578 or judith.burnett@dgs.ca.gov or TTY telephone number is (916) 376-1891. The California Relay Service numbers are (voice) 1-800-735-2922 and (TTY) 1-800-735-2929.

Signature

Original memo signed by Ron Joseph, Interim Director

Ron Joseph, Interim Director
Department of General Services

Attachments: Appendix 1 Vendor Contact Information

Vendor Contact Information

First Data Merchant Services (Visa & MasterCard)

Trudy Crawford
Relationship Manager, Government Accounts
2500 Lake Cook Road
Riverwoods, IL 60015
Telephone: (800) 229-0058 Ext. 588 or (909) 899-7775
Fax: (909) 899-3451
E-mail: trudycrawford@discoverfinancial.com

Faye Surette
Relationship Manager
85 Ash Street, 2nd Floor
Manchester, NH 03104
Telephone: (866) 401-0538 or (603) 232-2087
Fax: (603) 232-0596
E-mail: faye.surette@firstdata.com

Sherri Embrey
Account Manager
1 Western Maryland Parkway
Hagerstown, MD 21740
Telephone: (301) 766-5187
Fax: (301) 766-5733
E-mail: sherri.embrey@firstdata.com

Paymentech Merchant Services, Inc. (Visa & MasterCard)

Donnie Wells
Client Relations Manager
1601 Elm Street, Suite 700
Dallas, TX 75201
Telephone: (888) 262-9343 Ext. 3564
Fax: (214) 849-3507
E-mail: dwells@paymentech.com

Wells Fargo Merchant Services (Visa & MasterCard)

Geary Lyons
Vice President, Public Sector Markets
1200 Montego Way
Walnut Creek, CA 94598
Telephone: (925) 746-7467
Fax: (925) 746-4115
E-mail: glyons@wellsfargo.com

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Nova Information Systems / U.S. Bank (Visa & MasterCard)

Barbara J. Harris
Director, Relationship Manager
7057 Penfield Avenue
Winnetka, CA 91306
Telephone: (818) 992-7703
Fax: (818) 992-7737
E-mail: barbara.harris@novainfo.com

Bridget Stover
Relationship Manager
980 Ninth Street, Suite 1100
Sacramento, CA 95814
Telephone: (916) 556-5750
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Nayesha Gillett
National Account Manager
7300 Chapman Highway
Knoxville, TN 37920
Telephone: (800) 725-1245 Ext. 8971
Fax: (865) 403-5971
E-mail: nayesha.gillett@novainfo.com

American Express (American Express only)

Michele Siegel
Manager, Account Development
50855 Washington Street, #C207
La Quinta, CA 92253
Telephone and Fax: (888) 285-4244
E-mail: michele.s.boudreau@aexp.com

Discover Financial Services (Discover only)

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